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**Re: request for comment**

1 message

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**McSwane, David** <dmcswane@dallasnews.com>  
To: Michael Cation <Michael.Cation@superiorhealthplan.com>  
Cc: Andrew Chavez <achavez@dallasnews.com>

Fri, Nov 30, 2018 at 12:06 PM

Received. Thank you.

Dave

**The Dallas Morning News**  
dallasnews.com

**J. David McSwane**  
Investigative Reporter  
512-370-3802  
@davidmcswane

On Fri, Nov 30, 2018 at 11:55 AM Michael Cation <[Michael.Cation@superiorhealthplan.com](mailto:Michael.Cation@superiorhealthplan.com)> wrote:

Dave,

Your claims about the structure of the STAR Health program and the decision to use one vendor to deliver STAR Health are best directed to the Texas Health and Human Services Commission, which manages the program. However, Superior would like to provide the following comment:

“Superior HealthPlan was awarded the STAR Health contract in 2008 and again in 2015 after meeting the rigorous standards in two separate competitive bids. For the last three years, we have been one of the highest-rated NCQA Medicaid plans in Texas based on the clinical outcomes we deliver and member satisfaction with our services.”

“STAR Health is helping to improve the lives of Texas foster children. The percentage of STAR Health members between the ages of 3 to 6 years who have had one or more well child visits with a primary care physician in a given year has consistently been above the 90<sup>th</sup> percentile when compared with all other Medicaid plans nationally. While there are certainly exceptional cases in every state, including Texas, in 2017 we received fewer than 60 complaints about accessibility, availability or quality of service out of the approximately 14 million services provided to Texas’ 30,000 STAR Health members.”

“We remain committed to continuing to provide quality, continuous care to one of Texas’ most vulnerable populations.”

Thank you,

**Michael Cation**

Manager, Marketing & Communications

Office: 512-993-2816

SuperiorHealthPlan.com

Facebook.com/SuperiorHealthPlan

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**From:** J. David McSwane <[dmcswane@dallasnews.com](mailto:dmcswane@dallasnews.com)>  
**Sent:** Wednesday, November 28, 2018 8:55 AM  
**To:** Michael Cation <[Michael.Cation@superiorhealthplan.com](mailto:Michael.Cation@superiorhealthplan.com)>  
**Cc:** Andrew Chavez <[achavez@dallasnews.com](mailto:achavez@dallasnews.com)>  
**Subject:** Re: request for comment

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Michael,

I've told you what they said they believe would be better for foster children - more options than Superior. They argue Superior has no market incentive to provide better services. We don't share quotes before publication.

Dave

Sent from my phone.

On Nov 28, 2018, at 8:46 AM, Michael Cation <[Michael.Cation@superiorhealthplan.com](mailto:Michael.Cation@superiorhealthplan.com)> wrote:

OK, thank you. What specifically are they quoted as claiming?

Michael

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**From:** J. David McSwane <[dmcswane@dallasnews.com](mailto:dmcswane@dallasnews.com)>  
**Sent:** Tuesday, November 27, 2018 6:28 PM  
**To:** Michael Cation <[Michael.Cation@superiorhealthplan.com](mailto:Michael.Cation@superiorhealthplan.com)>  
**Cc:** Andrew Chavez <[achavez@dallasnews.com](mailto:achavez@dallasnews.com)>  
**Subject:** Re: request for comment

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The folks at Disability Rights Texas and The Foster Care Advocacy Center in Houston.

Sent from my phone.

On Nov 27, 2018, at 6:10 PM, Michael Cation <[Michael.Cation@superiorhealthplan.com](mailto:Michael.Cation@superiorhealthplan.com)> wrote:

Mr. McSwane,

If you are able to please share with us who is making the claims and what specifically they said, we would be better able to evaluate a possible response.

Thank you,

Michael

**From:** McSwane, David [<mailto:dmcswane@dallasnews.com>]  
**Sent:** Tuesday, November 27, 2018 1:21 PM  
**To:** Michael Cation <[Michael.Cation@superiorhealthplan.com](mailto:Michael.Cation@superiorhealthplan.com)>  
**Cc:** Andrew Chavez <[achavez@dallasnews.com](mailto:achavez@dallasnews.com)>  
**Subject:** request for comment

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Michael,

We're working on a story that explores reforms lawmakers and the governor might consider to address problems reported in our series, "Pain & Profit." One point specifically concerns Superior, and I'd like to give you a chance to provide comment.

Child advocates and disability attorneys we talked to say lawmakers should no longer allow Superior to be a sole-source contractor for the STAR Health program. They contend that Superior has broken medical necessity guidelines and delivered poor care, in part, because the company faces no threat of losing members to another company. They think there should be two options for foster children. As part of this point we will reiterate some of the issues [reported in this story](#).

If you'd like to provide some comment, we'd love to include it. My deadline is Friday at noon.

Dave

<image001.jpg>

**J. David McSwane**

Investigative Reporter

512-370-3802

@davidmcswane

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